

CHARACTERISTIC 1

Policies and procedures at the health facility ensure that the provision of health services to adolescents is unrestricted



Adolescent client tool:

No.	Question	Response (0=Yes, 1=No)	Score (Total "No" divided by total number of adolescent clients interviewed)
6	Have you ever come to this health facility and have not been able to receive a particular type of health service?		
7	Are there certain policies or procedures at this facility that might restrict the provision of health services to some groups of adolescents, such as those who are less than a certain age; those who are not married; or those who belong to a certain group, such as people living or working on the street?		
Aggregate adolescent client score			Total score

Health-care provider tool:

No.	Question	Response (0=Yes, 1=No)	Score (Total "No" divided by total number of health-care providers interviewed)
5	Are there certain policies or procedures at this facility that might restrict the provision of health services to some groups of adolescents, such as those who are less than a certain age; those who are not married; or those who belong to a certain group, such as people living or working on the street?		
Aggregate health-care provider score			Total score

Manager tool:

No.	Question	Response (0=Yes, 1=No)	Score
3	Are there certain policies or procedures at this facility that might restrict the provision of health services to some adolescents, such as those who are less than a certain age; those who are not married; or those who belong to a certain group, such as people living or working on the street?		Total "No" divided by total number of managers interviewed
Aggregate manager score			Total score

Adolescent-in-community tool:

No.	Question	Response (0=Yes, 1=No)	Score
1	Have you or your friends been denied services at the health facility (name of facility)?		Total "No" divided by total number of adolescents in community interviewed
Aggregate adolescent-in-community score			Total score

Overall score on Characteristic 1

	Category	Min Max	Score
1	Aggregate adolescent client score	0 – 2	
2	Aggregate health-care provider score	0 – 1	
3	Aggregate manager score	0 – 1	
4	Aggregate adolescent-in-community score	0 – 1	
Absolute total score		0 – 5	
Relative score for Characteristic 1		0 to 100%	$\left(\frac{\text{Total score}}{5}\right) \times 100$

CHARACTERISTIC 17

Health-care providers have the competencies needed to work with adolescents



Health-care provider tool:

No.	Question	Response (0=No, 1=Yes)	Score (total "Yes" divided by total number of health-care providers interviewed)
17a	Do you believe that you have adequate knowledge and skills to provide information and counselling on reproductive health, sexuality and safe sex to adolescent clients?		
17b	Do you believe that you have adequate knowledge and skills to provide counselling and testing services for HIV to adolescent clients?		
17c	Do you believe that you have adequate knowledge and skills to diagnose adolescent clients for STIs/RTIs, including carrying out laboratory tests where available?		
17d	Do you believe that you have adequate knowledge and skills to diagnose pregnancy in your adolescent clients, including carrying out laboratory tests where available?		
17e	Do you believe that you have adequate knowledge and skills to treat STIs/RTIs among adolescent clients?		
17f	Do you believe that you have adequate knowledge and skills to provide care to adolescent clients during their pregnancy?		
17g	Do you believe that you have adequate knowledge and skills to provide care to adolescent clients during their childbirth?		
17h	Do you believe that you have adequate knowledge and skills to provide care to adolescent clients after their childbirth?		
17i	Do you believe that you have adequate knowledge and skills to provide abortion services to adolescent clients (where they are legal)?		

17j	Do you believe that you have adequate knowledge and skills to provide information and counselling on contraception, including emergency contraception, to adolescent clients?		
17k	Do you believe that you have adequate knowledge and skills to provide information and counselling on condoms to adolescent clients?		
17l	Do you believe that you have adequate knowledge and skills to provide care and support to HIV-positive adolescents?		
17m	Do you believe that you have adequate knowledge and skills to provide care and support to adolescent clients who have been physically or sexually assaulted?		
18	Do you believe that you are able/trained to communicate with adolescents about the risks, benefits and potential complications of the treatments and procedures you provide?		
19	Do you tell adolescent clients about alternatives to such procedures/treatments?		
Aggregate adolescent client score			Total score

Manager tool:

No.	Question	Response (0=No, 1=Yes)	Score
19	Does your staff have the knowledge and skills to provide the following services to adolescents?		Score as indicated
19a	Information and counselling on reproductive health, sexuality and safe sex (1 point for all)		
19b	Counselling and testing for HIV (1 point)		
19c	Testing for STIs/RTIs		
19d	Testing for pregnancy		
19e	Management of STIs and RTIs (1 point)		
19f	Care during pregnancy (1 point)		
19g	Care during childbirth (1 point)		
19h	Care after childbirth (1 point)		
19i	Abortion services (where they are legal) (1 point)		
19j	Contraception, including emergency contraception (2 points)		
19k	Condom promotion and provision (2 points)		
19l	Care and support for HIV-positive adolescents (1 point)		
19m	Care and support for physically or sexually assaulted adolescents (1 point)		
Aggregate adolescent client score			Total score

Observation guide:

No.	Question	Response (0=No, 1=Yes)	Score (1 for "Yes" or 0 for "No")
16a	Did the health-care provider have adequate knowledge and skills to provide information and counselling on reproductive health, sexuality and safe sex (if applicable)?		
16b	Did the health-care provider have adequate knowledge and skills to provide counselling and testing for HIV (if applicable)?		
16c	Did the health-care provider have adequate knowledge and skills to diagnose STIs/RTIs and to carry out tests if available (if applicable)?		
16d	Did the health-care provider have adequate knowledge and skills to diagnose pregnancy and to carry out a test if available (if applicable)?		
16e	Did the health-care provider have adequate knowledge and skills to treat STIs/RTIs (if applicable)?		
16f	Did the health-care provider have adequate knowledge and skills to provide care to adolescent clients during their pregnancy (if applicable)?		
16g	Did the health-care provider have adequate knowledge and skills to provide care to adolescent clients during their childbirth (if applicable)?		
16h	Did the health-care provider have adequate knowledge and skills to provide care to adolescent clients after their childbirth (if applicable)?		
16i	Did the health-care provider have adequate knowledge and skills to provide abortion services (if applicable)?		
16j	Did the health-care provider have adequate knowledge and skills to provide information and counselling about contraception, including emergency contraception (if applicable)?		
16k	Did the health-care provider have adequate knowledge and skills to promote and provide condoms (if applicable)?		
16l	Did the health-care provider have adequate knowledge and skills to provide care and support for HIV-positive adolescents (if applicable)?		
16m	Did the health-care provider have adequate knowledge and skills to provide care and support for adolescents who have been physically or sexually assaulted (if applicable)?		
17a	Did the health-care provider communicate with the adolescent client about what check-ups/tests he or she was doing?		
17b	Did the health-care provider communicate with the adolescent client about the results of the check-ups/tests?		
17c	Did the health-care provider communicate with the adolescent client about treatment he or she was proposing and why (if applicable)?		
18	Did the health-care provider tell the adolescent client about alternatives to such procedures and treatments (if applicable)?		
Aggregate adolescent client score			Total score

Overall score on Characteristic 17

	Category	Min Max	Score
1	Aggregate adolescent client score	0 – 6	
2	Aggregate health-care provider score	0 – 15	
3	Aggregate manager score	0 – 15	
4	Aggregate observation score	0 – 17	
Absolute total score		0 – 53	
Relative score for Characteristic 17		0 to 100%	$\left(\frac{\text{Total score}}{53}\right) \times 100$

